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DATE: September 29, 2005

PTO IDENTIFIER: Application Number 09/447,259

Patent Number

Inventor: James D. Marks et al

MESSAGE TO: US Patent and Trademark Office  
ATTN: Examiner Romain Jeanty

FAX NUMBER: (703) 872,9306

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PAGES (Including Cover Sheet): 3

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SEP 29 2005

Docket No.: 03042/000G691-US0

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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**In re Patent Application of:****James D. Marks****Application No.: 09/447,259****Art Unit: 3623****Filed: November 23, 1999****Examiner: Romain Jeanty****For: INTERACTIVE SYSTEM FOR MANAGING  
QUESTIONS AND ANSWERS AMONG  
USERS AND EXPERTS**

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**AGENDA FOR AN INTERVIEW**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**Proposed Claims:**

A). A method, executed by a server, for

> providing answers on one or more topics from at least one expert on each topic to questions posed by users in communication with client interfaces, the server being in communication with the client interfaces and the set of experts, and the method comprising;

receiving at the server a question received from one of the users via one of the client interfaces;

the server posting the question in a location on the server accessible to the expert;

receiving at the server a request by the expert to access a personal expert interface, the personal expert interface being unique to the expert;

in response, the server generating the personal expert interface on which is displayed the question grouped with other questions for the expert to answer and for presentation on the personal expert interface, at least one of the questions in the group being displayed on the personal expert interface based on the server posting the question for access by the expert;  
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receiving at the server a command from the expert in response to the question; and

the server executing a command from the expert automatically.

B) 1. (Previously Presented) A method, executed by a server, for providing answers on one or more topics from a set of experts on each topic to questions posed by users in communication with client interfaces, the server being in communication with the client interfaces and the set of experts, and the method comprising;

receiving at the server a question received from one of the users via one of the client interfaces;

receiving at the server a selection by the user of one expert to whom to direct the question;

receiving at the server a request by the one expert to access a personal expert interface, the personal expert interface being unique to the expert;

in response, the server generating the personal expert interface on which is displayed the question grouped with other questions for the expert to answer and for presentation on the personal expert interface, at least one of the questions in the group being displayed on the personal expert interface based on the selection by the user of the expert to whom to direct the question;

receiving at the server a command from the expert in response to the question; and

the server executing a command from the expert automatically.

Dated: September 29, 2005

Respectfully submitted,

  
Cheryl Milone Bab

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